



Exploring the Synergy between Non-violent Communication and Servant Leadership: Impacts on Professional Practice

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ABSTRACT

Non-violent Communication and Servant Leadership are pivotal concepts in peace education. While their roles in fostering peace within conflict and post-conflict societies have been explored, their effects on professional practice remain under-researched. The notion of peace encompasses not only global and societal dimensions but also inner peace and interpersonal relationships, where the actions of diverse professionals significantly contribute to peace-building. Cultivating a synergy between non-violent communication and servant leadership is essential for professionals to lead with empathy, respect, and care for others within their communities. This qualitative and interpretative study investigates the synergy between non-violent communication and servant leadership and its impact on professional practice. Using Participatory Action Research, this study involved a Six Week Certificate Course in Non-violent Communication and Servant Leadership offered by Global Peace Let's Talk, United Kingdom. The research includes a thematic analysis of reflective submissions from participants representing different countries around the globe, providing empirical evidence of the benefits of this synergy for diverse professionals. Examples analyzed are from fields such as education and training, law enforcement, social work, and journalism.

Keywords: Non-violent Communication, Servant Leadership, Peace Education, Professional Practice

Former South African President Nelson Mandela's famous quote, "Education is the most powerful weapon which you can use to change the world," is a powerful testament to the transformative power of education (Mandela, 1990, quoted in Ratcliffe, 2018). When used tactfully, education has immense potential to address and resolve the significant challenges of our contemporary times. Among the different forms of education, peace education, as a non-mainstream form of education, has gained considerable popularity for enabling individuals and groups to cultivate the knowledge, skills, values, and attitudes needed for peaceful living and co-existence (Fountain, 1999). Although the impact of peace education is often studied in conflict and

post-conflict societies, particularly focusing on local communities, its impact on the practices of different professionals remains under-researched.

Among the two commonly referred approaches to peace education, education about peace and education for peace (Harber and Sakade, 2009), the latter focuses on developing the knowledge and skills of individuals and groups to enable peaceful living and co-existence, as well as to be torchbearers of peace and harmony at interpersonal, intragroup,

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and intergroup levels. This research focuses on non-violent communication and servant leadership, concepts that fall under education for peace and have immense potential to transform society and the world. The research aims to cultivate a connection between these two concepts, fostering synergy, and to understand how this synergy can influence professional development among professionals working in different fields.

This paper aims to fill the gap in research concerning the impact of peace education on professional practice by exploring the synergy between non-violent communication and servant leadership. By addressing these research questions, it seeks to contribute to the understanding of how these principles can be synergistically applied to enhance professional practice, leading to more effective, empathetic, and ethical professional environments.

LITERATURE REVIEW

In today's complex and interconnected professional environments, effective communication and leadership are critical to fostering collaboration, trust, and productivity. Both Non-violent Communication (NVC) and Servant Leadership (SL) are highly beneficial concepts for professionals, and embedding them into professional practice can lead to positive results. In the quest for 'Everyday Peace', which refers to the peace experienced in daily life through one's interactions, emotions, and relationships with their local environment and community (Everyday Peace Initiative, 2020), these two concepts play a significant role. They contribute to building stronger and more sustainable foundations for enduring peace.

Non-violent Communication

Non-violent communication is a holistic communication approach that underscores the significance of human interconnectedness. It encompasses our intrapersonal communication, communication with others, communication in the society at large, communication with nature, and communication with other living beings. Its premise is that in the event of dysfunctional communication,

whether it is a destructive self-communication, interactions with others, in society, with nature, or with other living beings, there would be disruptions in our relationships. As a holistic communication approach, it contributes to our cognitive, emotional, and moral development (Kundu, 2022a).

Non-violent Communication has been part of different traditions and cultures across the world. One of its proponents, Marshall B. Rosenberg, emphasises verbal and non-verbal communication skills to help individuals and groups maintain their humanity, even in the most adverse circumstances (Rosenberg, 2015). This framework focuses on mindful expression and active listening, with an awareness of perceptions, feelings, needs, and desires, promoting honesty, clarity, respect, and empathy. Instead of habitual and automatic reactions, NVC encourages conscious responses rooted in nonviolence, mutual respect, and empathy.

One of the significant proponents of non-violent communication in contemporary times was Mahatma Gandhi. Gandhi's idea of nonviolence extended beyond politics; it was a way of life emphasizing the inherent worth and dignity of all life, advocating living without harm and with a commitment to truth (Tercheck, 2011). Gandhi's practice of non-violent communication focused on human interconnectedness and deeper engagement in relationships, fostering mutual understanding and emotional bridge-building (Thakkar cited in Kundu, 2023).

According to Bode (1994), the Gandhian approach to non-violent communication is based on four key elements: (1) non-violent speech and action; (2) sustaining relationships and enhancing personal growth; (3) transparency, and (4) adaptability. Practicing these components, especially in conflict situations, can facilitate meaningful peace by promoting deeper engagement and mutual understanding among conflicting parties. This approach enables greater reflection and the emergence of humanity even during unfavorable circumstances.

Kundu (2022b) expands the Gandhian model by adding how it teaches us the art and science of non-

violent persuasion, the significance of self-discipline and self-restraint, non-violent symbolism like fasting etc., and heart-to-heart communication. He argues that the five pillars of Gandhian nonviolence—respect, understanding, acceptance, appreciation, and compassion—are the foundational architecture of non-violent communication.

Non-violent Communication in Professional Contexts

Several scholars, like Rosenberg (2015) emphasize the importance of integrating non-violent communication into professional practices and contexts. He elaborates on how NVC transforms lives daily in various settings, including families, personal relationships, workplaces, classrooms, and war zones. His key argument is that by examining the unmet needs behind our words and actions, NVC reduces hostility, promotes healing, and strengthens both personal and professional relationships. Rosenberg advocates for utilizing NVC to enable cultural shifts in institutions, corporations, and governments by incorporating NVC consciousness into organizational structures, approaches, and practices.

Shah (2022) highlights the importance of teachers practicing non-violent communication. She points out that a positive educational setting should encompass empathy, warmth, and mutual respect, especially within teacher-student relationships. Given the constraints of time in completing prescribed syllabi and other administrative duties, teachers often lack the opportunity to build healthy relationships with students. By embedding NVC within daily interactions, routine practices, and pedagogy, teachers can facilitate better educational outcomes.

Rogers (2021) emphasizes the importance of non-violent communication for lawyers and legal practitioners. He highlights that, due to the inherently adversarial nature of the legal practice and how quickly words can escalate to conflicts, leading to unnecessary hostility, the insights and lessons of NVC can save time, money, and emotional distress. Rogers advises legal professionals' to begin

with careful observation without judgment and then shift the focus from what the other person says and thinks to more insightful and reliable indicators, such as the individual's feelings and needs.

Park (2021) asserts that NVC is crucial for police officers, as it addresses both individual and societal health concerns by fostering empathetic and effective interactions. Officers experience immense stress that leads to severe mental health issues, including high suicide rates and conditions like PTSD and substance abuse. This stress, combined with systemic issues such as racial tension and public scrutiny, often leads to negative outcomes like excessive use of force and strained community relations. By incorporating NVC into training programmes, officers can develop better communication skills, enhance their emotional resilience, and improve their interactions with the public. This approach not only supports officers' mental health and well-being but also promotes a more compassionate, effective law enforcement practice, ultimately contributing to reduced violence and improved community trust. Implementing such programmes can be a cost-effective strategy to address both the personal challenges officers face and the broader issues of public safety and societal engagement.

Lamedica (2023) underscores the significance of NVC in social and development work. She emphasizes that NVC principles, such as empathy, mutual respect, reciprocity, authenticity, empowerment, and consideration of others' feelings and needs, are fundamentally integrated into social work. She also notes that NVC equips social workers with essential tools to develop self-awareness and be psychologically prepared to assist others effectively.

Garrisi (2023) highlights the importance of NVC in journalism. Analyzing the news coverage of "Pet Regret" in the UK, she points out the importance of NVC in Journalism emphasizing how the judgemental nature of much of contemporary journalism prevents readers from connecting to the news in a way that natural compassion thrives. Garrisi (2023) stresses the importance of journalists embedding NVC into their practice, thereby

allowing the general public to develop a sense of compassion, an integral quality in the human experience.

Servant Leadership

Servant Leadership (SL), a term coined by Robert K. Greenleaf, is a unique style and perspective of leadership in which a leader wants to serve first and then lead with passion toward service (Greenleaf, 1970). As Frick (2004) in Greenleaf's biography elucidates, servant leaders focus on leading by serving others or, in other words, 'to lead through service and encourage people and institutions to serve first' (p.16).

Although the two words servant and leader and paradoxical, as Martin Luther King Jr. said 'he who is greatest among you shall be a servant' (King, 1968 cited in Bruner, 2012). This new definition of greatness in a leader can be profoundly found in the concept of servant leadership, where leaders put the well-being and welfare of those whom they serve before themselves. Spears (2002) identified ten key characteristics of a servant leader, which include listening, empathy, caring about the personal well-being of the followers, self-awareness, persuasive communication, being a visionary, foresight, stewardship, commitment to the growth of people, and building community. Leaders who embed these characteristics into their practice lead by serving their followers and putting their followers' well-being first.

Servant Leadership in Professional Contexts

Servant Leadership is applicable at all levels of management and in all types of organizations (Northouse, 2022). Thus, in diverse professional contexts, the practice of service leadership is relevant and required. As a vast majority of organizations focus on satisfying a human need or want by providing their services, servant leadership can be practiced by prioritizing the needs and wants of their customers/clients and stakeholders beyond self-interest.

Reilly and Spears (2018) emphasize the importance

of educators adopting servant leadership, which involves awakening imagination, stimulating creativity, and tapping into the unrecognized potentials of the learners. Through this approach, educators not only share knowledge but also transform lives, inspiring learners to embark on a personal quest for meaning and purpose. Similarly, Longmire (2024) advocates for teachers to cultivate a servant leadership mindset, enabling students to participate in their learning actively. According to Longmire, the role of the teacher extends beyond mere knowledge dissemination to acting as catalysts who shape students' futures, preparing them to become well-rounded adults. Schroeder (2016) further elucidates that when servant leadership is genuinely practiced, teachers are inspired, mobilized, and empowered to maximize their effectiveness in the various roles they undertake, shaping a brighter future for their students.

Iarocci (2020) emphasizes the importance of servant leadership in the legal profession, exemplified by fostering a supportive and engaged community within law firms. This approach involves deep, consistent engagement, mutual care, and individual sacrifices for the collective good. To serve clients effectively, win cases, and create a positive work environment, prioritizing a sense of community and a shared mission is essential, reflecting the principles of servant leadership. Furthermore, Kleven (2023) explains that by prioritizing listening, empathy, and community, servant leaders foster trust and camaraderie, ensuring that team members feel valued and empowered, leading to a healthier firm culture and increased productivity. Integrating clients into the team further strengthens relationships and drives mutual success, aligning with the principles of servant leadership to create a supportive and thriving legal practice.

Russell, Broomé and Russell (2018) present empirical evidence demonstrating that servant leadership aids in law enforcement, benefitting the growth, mental and emotional well-being, and physical health of police officers and enabling a healthy community of belonging. Dahl (2023), a Texas Master Police Officer with extensive policing

experience, writes about the transformative role of servant leadership in police culture. He discusses how servant leadership principles of empathy, accountability, empowerment, and community engagement can help law enforcement agencies rebuild trust, improve officer well-being, and ultimately serve their communities more effectively. Thus, the incorporation of servant leadership into law enforcement brings wider societal benefits, improving the health and well-being of officers and the communities they serve.

Krakers (2017) emphasizes the importance of servant leadership in social work, focusing on the growth and well-being of those being served. She asserts that social workers must see themselves primarily as servants and embrace their roles as leaders. She encourages social workers to break free from restrictive systems, develop entrepreneurial skills to increase impact and build sustainable social businesses. This approach transforms social workers into true leaders of change, using their power to serve and lead effectively. Similarly, Little and Martens (2023) confirm a positive and statistically significant correlation between servant leadership practices, such as team empowerment and development support, and project success in the development sector through hierarchical regression analysis. Their study recommends that development practitioners should integrate servant leadership principles into their organizational culture and practices to achieve better outcomes.

The Society of Professional Journalists (2023) stresses the importance of integrating servant leadership into journalism, demonstrating its commitment by embodying these principles within the society itself. SPJ acknowledges that this approach prioritizes the organisation's mission over individual power and ambitions, ensuring a focus on serving the public, championing journalists, defending the First Amendment, promoting ethical journalism, and shaping the future of the field. By adhering to these strategic pillars, recognizing exemplary members, and addressing unhealthy practices, SPJ fosters a culture where leaders serve the broader mission and

community rather than their ambitions.

Cultivating a Synergy for Professional Excellence

Effective communication is crucial for leaders and is a key determinant of leadership efficacy. The significance of non-violent communication for leaders has been explored and exemplified by many. For instance, Lehmann (2023) shares that, in his journey of growth as an inclusive leader, NVC provides a vital framework for reflection and re-evaluation. Lehmann views NVC as an essential skill set for leaders seeking to lead more inclusively and intentionally within their organizations. Beltran (2023) highlights that NVC offers a transformative approach to empathic leadership, extending beyond a mere communication methodology to embody a mindset of empathy, authenticity, and compassion. By integrating NVC, leaders can cultivate a workplace where respect and understanding lead to more committed and cohesive teams.

Although the importance of non-violent communication in leadership has been acknowledged, the synergy between non-violent communication and servant leadership has not received sufficient academic scrutiny. Additionally, the impact of this synergy on diverse professionals has not been thoroughly explored. This research aims to address these gaps in knowledge.

RESEARCH METHODOLOGY

This study employed a qualitative and interpretative research design, utilizing Participatory Action Research (PAR) as an alternative methodological approach to facilitate a collaborative and bottom-up knowledge creation process. The research began with the initiation of a Certificate Course in Non-violent Communication and Servant Leadership, organized by Global Peace Let's Talk, United Kingdom. Over six weeks, more than 70 participants, both young and mature, from over 20 countries, including the United Kingdom, United States, India, Pakistan, Sri Lanka, Cameroon, Argentina, Rwanda, Burundi, Congo, Uganda, Nigeria, and Sierra Leone, convened via Zoom for

two-hour sessions. These sessions included live and interactive webinars focusing on the theory and praxis of NVC and SL, complemented by independent study using resources provided by the facilitators. During the sixth and final session, participants delivered reflective presentations through oral presentations, written essays, and reports. One of the topics the participants shared in their reflective presentations was how Non-violent Communication and Servant Leadership can help improve their respective professional practices.

For this study, a purposive sample of these reflective presentations was selected. Out of thirty-nine submissions on the topic, nineteen were chosen for their depth of reflection and relevance to the participants' professional lives. These nineteen presentations constituted the sample for in-depth thematic analysis, aimed at capturing diverse perspectives and detailed reflections on the impact of NVC and SL on professional practices. Informed consent was obtained from all participants prior to using their reflective presentations for the research. The right to remain anonymous was provided, and some participants were assigned pseudonyms.

The qualitative nature of the study enabled an interpretative analysis of the selected presentations, focusing on understanding the integration and application of NVC and SL principles across various professional contexts. The thematic analysis sought to identify common themes, patterns, and unique contributions to the participants' professional growth and effectiveness. The thematic analysis began with categorizing participants by their sectors or professions: eight were involved in Education and Training, three in the development sector, two in journalism, and two in law and order. One participant each was from the tourism, religious service, information and communication technology, and human resource management fields. The analysis then explored the synergies between NVC and SL as reflected by the study participants and assessed how these synergies benefited their professional practices across different fields.

FINDINGS AND DISCUSSION

Cultivating a Synergy between Non-violent Communication and Servant Leadership

Cultivating a synergy between Non-violent Communication (NVC) and Servant Leadership (SL) is a timely necessity, especially considering the current failure of leaders in both political and social contexts around the world. It is through cultivating the above synergy that empathetic, effective, and ethical leadership could be fostered. Components of non-violent communication such as active listening, mutual respect, empathy, and care for others are key focuses in the concept of servant leadership. In whatever profession one engages in, there is an opportunity to be a servant leader. That is by prioritizing the needs and growth of the customers, clients, team members, and other stakeholders. In day-to-day interactions, when NVC is practiced, the focus is on communicating with clarity, empathy, and respect. Thus, the synergy between non-violent communication and servant leadership would be a transformational experience that drives positive change.

The integration of NVC and SL leads to effective professional practices that would eventually benefit both the professional and the service recipients as well as the society as a whole. This is evident by Sangram's (55, Male, Indian) insights, based on his thirty years of experience in the teaching profession. He shares that these two strategies hold great potential in improving the teaching profession and that both strategies highlight the importance of empathy, kindness, and a focus on the growth and well-being of students. By integrating these principles into their teaching methods, educators can create an environment that not only supports academic achievement but also encourages emotional and social development.

Sangram shares,

Looking back at my own life stories, it is clear to me how the core ideas of Non-violent Communication and Servant Leadership have moulded my path as someone who has learned and also as someone who

has taught. From my first interactions with kind instructors to chances for growth in my career, these ideas have deeply affected the way I teach and learn.

Sangram's reflection illustrates how the principles of NCV and SL have profoundly shaped his approach to both learning and teaching, demonstrating that these concepts are interrelated in fostering an environment of empathy, respect, and personal growth. This integration seems to create professionals who demonstrate exemplary commitment to their professions and through that, aim to create a better and empowered society. Complementing Sangram's insights, Che (38, Male, Cameroonian), with a decade of experience as a pastor, shares,

In my pastoral role, non-violent communication is a vital tool that allows me to create a safe and non-judgmental space for individuals to share their struggles and concerns. By actively listening with empathy and understanding, I can connect with people on a deeper level, fostering healing, resolution, and restoration within relationships, and guiding individuals towards healthier and more harmonious connections. As a servant leader, I am committed to putting the needs of my congregation first, leading by example with humility and a genuine desire to serve. By actively involving community members in decision-making processes and valuing their perspectives, I foster a sense of ownership and collaboration. I aim to empower individuals, equipping them with the necessary resources and support to grow in their faith, take on leadership roles, and transform others. Through servant leadership, I will not only guide and inspire but also create a community where every member feels valued, heard, and encouraged to contribute their unique gifts.

Che's reflections underscore the synergy between NVC and SL, highlighting how the empathetic listening and supportive environment fostered by NVC enhance the servant leader's ability to prioritize the needs of others, encourage collaboration, and empower individuals, thereby strengthening the overall community and its growth. Supplementing Che's insights, Seán (a pseudonym) (50, Male, Irish) highlights how the synergy between the two

concepts can help his profession in the tourism sector:

The tools of non-violent communication and servant leadership will be of great benefit to me and those I work with in my professional practice. The practical skills from Marshall Rosenberg, such as listening for feelings and needs, will help me to help people and in serving their needs, I will lead by example so that they may also lead by serving.

Seán's reflections illustrate the synergy between Non-violent Communication and Servant Leadership, emphasizing how the practical skills of empathetic listening and addressing others' needs not only enhance his ability to serve effectively in the tourism sector but also inspire others to adopt a similar servant leadership approach.

From the different insights shared by several respondents, including those mentioned above, the synergy between NVC and SL can be summarised in the Venn diagram below:

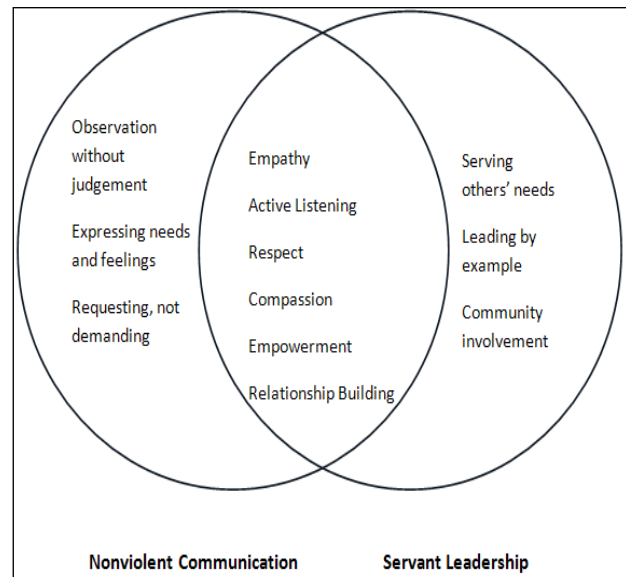


Fig. 1: An exploration of the synergy between non-violent communication and servant leadership

As illustrated in the Venn diagram afore (Fig. 1), the concepts of Non-violent Communication and Servant Leadership are complementary and share many principles and similarities. In the intersection, both NVC and SL emphasize empathy, active

listening, respect, compassion, empowerment, and relationship building. These overlapping values demonstrate that both frameworks prioritize understanding and addressing the needs of others, fostering a supportive and collaborative environment. However, NVC uniquely focuses on observation without judgment, expressing needs and feelings, and making requests rather than demands, which are specific communication strategies designed to maintain harmonious and constructive interactions. On the other hand, Servant Leadership distinctly emphasizes leading by example, prioritizing the needs of followers, and actively involving the community in decision-making processes. This differentiation underscores that while both approaches aim to uplift and empower individuals, NVC is more centered on communication techniques, whereas Servant Leadership is broader, encompassing a leadership philosophy that integrates those techniques into a holistic approach to leading and serving. Together, these frameworks can be synergistically applied across various professional fields to cultivate environments of mutual respect, understanding, and collaborative growth.

The Impact of the Synergy of Non-violent Communication and Servant Leadership on Professional Practice

In the Field of Education and Training

Integrating non-violent communication and servant leadership in the field of education and training enables quality and humanistic education, paving the way to value-based and value-guided learning and learning facilitation.

Kizza (24, Male, Ugandan) employs NVC and SL as an educator to empower secondary school students and mothers in his community. Through the Greatmind Initiative, which he founded, he offers free mentorship programmes to students, enhancing their academic knowledge and skills, leadership skills, discipline, knowledge of scholarship opportunities, soft skills, and technological skills. Kizza emphasizes the importance of active listening,

empathy, and respectful dialogue to create a positive and inclusive environment. His use of NVC helps maintain mutual respect and understanding, while his commitment to Servant Leadership ensures that he puts the needs of his students and community members first. By providing free nutrition education and backyard farming skills to mothers, he promotes their well-being and that of their children. Kizza's leadership style, informed by his experiences growing up in a country affected by leadership in crisis and conflict, focuses on fostering collaboration, ethical decision-making, and a supportive atmosphere where everyone feels valued and empowered.

Andrea (45, Female, Sri Lankan) integrates NVC and SL into her role as a trainer and coach, profoundly enhancing her approach to leadership development. As the founder of Smart Quest Private Ltd., Andrea transitioned from corporate work to nurturing the coaching profession in Sri Lanka, focusing on leadership training and coaching. She has trained over 300 coaches, fostering a community dedicated to empathetic and ethical leadership. Andrea applies NVC principles to develop leaders who prioritize empathy and active listening, facilitating effective conflict resolution and fostering a harmonious work environment. Her leadership training emphasises the five pillars of nonviolence—respect, understanding, acceptance, appreciation, and compassion—promoting a culture of mutual respect and collaboration. Additionally, Andrea's practices of self-compassion and continuous learning underscore her commitment to embodying the principles she teaches, thereby serving as a role model for the leaders she coaches. Through her transformative approach, she aims to create a thriving community of compassionate leaders who inspire positive change both locally and globally.

Amos (21, Male, Kenyan), as a student leader, attempts to harness the principles of Non-violent Communication and Servant Leadership to enhance his leadership capabilities. The testimonial he shared after participating in the learning experience clearly portrays this:

When I first came across the application for this course, I was leading a team of seven individuals, serving as their coordinator and focal point in everything on campus. I was going through a state of self-denial in my ability to lead a team, questioning whether I had the skills or even the drive to lead them. As I sat through making the application, my mind came to light that the issue was not my ability to lead but how I lead them, which leadership style I use, and how I communicate with my team.

Amos as a young student leader was struggling to identify what leadership style suits best for him and how he could effectively communicate with his team. He shared how during activities when conflicts arose, he tried to avoid them instead of facing them. Non-violent communication now equips him with the skills to resolve conflict with strategy and empathy:

Previously in my engagement, I have faced conflicts, and most of the time they end up getting worse; this has led me to distance myself and show remorse in anyone engaging in conflict. However, this notion was challenged during the course. Upon reflecting, I realized and took a new discourse in conflict resolution and that is using non-violent communication to at least understand and put every party involved into perspective. The webinar on servant leadership changed my whole concept of leadership. Janith introduced a critical leadership style that sat well with me, and I am happy to report that this was life-changing. I am still practicing and perfecting it with time.

Amo's reflections demonstrate the power of non-violent communication and servant leadership to transform lives and how the synergy can benefit both educators and students in the diverse roles they play.

In the field of Law and Order

Crivin (27, Male, Kenyan), a probation officer, and Sylvia, (36, Female, Kenyan), a principal inspections officer, shared their reflections and experiences on how both NVC and SL influence their professions in criminal justice and police oversight. Crivin, as a probation officer, shared how he utilizes NVC to

de-escalate conflicts and foster better relationships between inmates and staff. One particular experience Crivin shared was:

In addressing a challenging case of a husband remanded for assaulting his wife, I utilized both non-violent communication and servant leadership principles to achieve a favorable outcome. By providing the husband with a safe space to discuss his issues, I employed NVC techniques such as active listening and empathy to understand the man's background and remorseful feelings. Recognizing the detrimental impact of abusive communication, I also empathised with the man's wife, allowing her to vent and acknowledging her experiences, thereby fostering mutual understanding. Using NVC, I facilitated an impactful dialogue that helped the wife feel heard and valued. As a servant leader, I prioritized the needs of both parties, guiding them toward reconciliation and demonstrating ethical behavior and respect. This approach ultimately led to the wife forgiving her husband and agreeing to withdraw the case, showcasing the effectiveness of combining NVC and SL in resolving conflicts and promoting harmony.

From Crivin's experience, it is clear the seminal role that non-violent communication plays in reducing misunderstanding and resolving conflict. It is also evident that empathy and listening, core components of both NVC and SL are crucial in professional practice in the field of law and order and that NVC and SL have immense potential to transform aggressive behaviors into positive interactions.

Similar to Crivin, Sylvia also effectively integrates Non-violent Communication and Servant Leadership in her oversight role by focusing on empathy and ethical stewardship to enhance law enforcement practices. By applying NVC, she engages in empathetic listening and clear articulation during investigations of police misconduct, which helps build trust with complainants and witnesses, ensuring that their perspectives are accurately reflected in investigative reports. This approach not only de-escalates tense situations but also promotes a more transparent and accountable policing environment. Concurrently, her commitment to

Servant Leadership involves advocating for both community welfare and police reforms, ensuring that the needs of detainees and officers are addressed. She fosters a culture of collaboration and trust, which not only improves police professionalism but also positively influences team dynamics within her oversight body. By mentoring her team in these principles, Sylvia aims to cultivate a motivated and skilled workforce dedicated to upholding justice and continuously improving their practices. NVC and SL help Sylvia to cultivate empathy and ethical decision-making in her practice and advocate for both community welfare and police reforms. She also empowers team members through her practice.

Despite the two different experiences, both Crivin's and Sylvia's narratives share common themes of empathy, ethical behavior, and effective communication, demonstrating their broad applicability and impact in the field of law and order.

In the Development/ Social Work Sector

In the development and social work sector, non-violent communication and servant leadership are pivotal in empowering marginalized, vulnerable, and disempowered individuals and communities. These approaches foster empathy, understanding, and mutual respect, creating a supportive environment where individuals feel valued and heard. By prioritizing the needs of others and leading by example, practitioners can drive meaningful, sustainable change and promote social justice.

Karina (56, Female, Argentine) integrates non-violent communication and servant leadership in her roles as a clinical psychologist and scout leader, deeply enriching her professional practice and contributions to youth development. Working in the adolescent service of a public hospital near Buenos Aires and as a Scout leader, she applies NVC principles to foster empathetic, respectful dialogue and effective conflict resolution among adolescents. By incorporating gender perspectives, she addresses societal norms and inequalities, promoting critical awareness and inclusivity among young people. Karina's approach is rooted in understanding

diverse perspectives and empowering youth through participatory methods and ethical leadership. She emphasizes the importance of empathy and inclusivity, both in her psychotherapy sessions and in her educational initiatives, such as integral sexual education workshops. Through servant leadership, Karina encourages adolescents to take active roles in their communities, thereby building their self-confidence and sense of social responsibility. Her dedication to compassionate communication and ethical decision-making equips young people with the tools needed to become empathetic, informed leaders capable of driving positive change.

Ruwan (a pseudonym) (50, Male, Sri Lankan) reminisced how several years ago how, he had attempted to practice non-violent communication and servant leadership, even without realizing that this is what was practicing. At that time, he had just completed his undergraduate studies and was working as a programme officer for an NGO. In a youth leadership development programme, he has attempted to apply NVC and SL for conflict resolution and wider social impact. During the training programme, he had recognized how language barriers and the resulting marginalization of some participants led to frustrations. By employing NVC to empathise with their frustrations and using participatory methods and simultaneous translations to ensure all voices were heard, Ruwan had attempted to create an environment where every participant could express their ideas equally, thereby reducing feelings of isolation and fostering a sense of belonging. Ruwan's commitment to Servant Leadership was evident in his focus on the needs of the youth, prioritizing their active engagement and empowerment.

From the aforementioned examples, it is evident that non-violent communication and servant leadership significantly enhance the effectiveness of development practitioners and social workers in their mission to assist vulnerable, marginalized, and underprivileged communities. Non-violent communication enables development practitioners to better understand the needs and grievances of the communities they serve and to respond with empathy and respect. Meanwhile, servant leadership

reinforces this commitment by empowering and inspiring practitioners to lead with dedication and integrity, thereby fostering a culture of service and commitment.

In the field of Journalism

Journalism is a field centered around communication, and for journalists who report news and serve the community, both non-violent communication and servant leadership are crucial. By embedding non-violent communication and servant leadership in their professional practice, journalists can foster empathy, encourage re-evaluation, and promote ethical conduct within the communities they serve.

Nandita (63, Female, Indian) harnesses non-violent communication and servant leadership in her journalistic and literary pursuits to amplify social welfare issues with compassion and integrity. Through NVC, she connects empathetically with her subjects, ensuring that their voices are heard and accurately represented in her work on social justice, child welfare, and environmental issues. This approach enables her to build trust with her sources and engage with them in a meaningful way, which enriches her storytelling and advocacy. As a servant leader, she prioritizes the needs of marginalised communities and uses her platform to inspire positive social change. Her commitment to mentoring and educating others about these principles extends beyond her writing, aiming to cultivate a more empathetic and effective discourse on social issues. Through her literary and journalistic efforts, Nandita contributes to a more informed and compassionate society, leveraging her insights to influence both public perception and policy.

Nuzhat (37, Female, Pakistani) leverages non-violent communication and servant leadership to enrich her role as a journalist by fostering deeper connections, resolving conflicts constructively, and enhancing her storytelling. NVC allows her to conduct empathetic interviews, actively listen to diverse perspectives, and present balanced, unbiased reporting. This approach builds trust with sources and colleagues, ensuring more authentic and nuanced stories. By embracing Servant Leadership, she prioritizes

the well-being and growth of her team, promotes a collaborative work environment, and inspires ethical journalism practices. This dual application of NVC and Servant Leadership not only improves her professional interactions but also contributes to a more compassionate and effective journalism industry, ultimately enhancing her impact on the audience and the broader community.

Both Nandita's and Nuzhat's reflections demonstrate how the synergy between non-violent communication and servant leadership enhances the professionalism of journalists. This integration allows them to approach their work with greater empathy and ethical integrity. Moreover, it empowers journalists to use their platform to serve communities with a broader, more purposeful vision.

CONCLUSION AND RECOMMENDATIONS

The findings from this study underscore the profound impact that integrating Non-violent Communication (NVC) and Servant Leadership (SL) can have across various professional fields. This synergy fosters practices that are empathetic, ethical, and effective in sectors such as education, law and order, social work, and journalism. NVC enhances interpersonal relationships by emphasizing active listening, empathy, and non-judgmental dialogue. Simultaneously, SL reinforces these principles by prioritizing the needs and development of others, leading by example, and creating a collaborative environment. This combined approach not only enriches professional practice but also drives positive societal change.

In the field of education, the integration of NVC and SL cultivates a supportive and growth-oriented learning environment, enabling educators to support student development and emotional well-being better. In law and order, these principles aid in effective conflict resolution and uphold ethical standards, contributing to fair and compassionate practices. In the development sector, NVC and SL empower marginalized communities and promote inclusive, empathetic engagement, which is essential for fostering social justice and sustainable development. In journalism, this

synergy enhances reporting with compassion and ethical integrity, ensuring that stories are told with respect and accuracy. Collectively, these insights highlight that the integration of NVC and SL creates a transformative effect, leading to more compassionate, effective, and impactful professional practices. By embedding these principles into various fields, professionals can drive meaningful change and foster environments that prioritize empathy, respect, and ethical conduct.

This study underscores the significant impact of Non-violent Communication (NVC) and Servant Leadership (SL) on professional practice and emphasizes the necessity of incorporating these frameworks into training programs to enhance professionals' ability to engage empathetically, communicate effectively, and lead with integrity. Institutions across various fields must integrate NVC and SL principles into their practices, policies, and procedures. Such integration fosters a culture of respect, collaboration, and community involvement, ensuring that the needs and growth of all stakeholders are prioritized in decision-making. Further research is required to examine the long-term effects of combining NVC and SL in diverse professional contexts to gain a deeper understanding of their impact on organizational culture, employee satisfaction, and overall effectiveness. Additionally, encouraging cross-sector collaboration among practitioners of NVC and SL can facilitate knowledge sharing and the development of best practices, driving innovation and enhancing the collective impact of these principles. By implementing these recommendations, organizations and individuals can leverage the power of NVC and SL to foster empathetic, ethical, and transformative environments, paving the way for durable peace and development.

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